
300.45

Notification of Program Changes

Long-Term Program Changes

**Notification of
changes
required**

Participants must be notified of changes in:

- Eligibility standards,
 - Location of agency offices and clinics,
 - Hours of operation,
 - Waiting lists, and
 - Priority system for filling vacant slots.
-

**Approval for
long-term
changes**

Before implementing a long-term program change, such as a change in clinic site, elimination of a clinic site or hours of operation, the agency must submit a completed Iowa WIC Program Request for Clinic Approval to the State WIC Program. This form can be found on the WIC Web Portal under the Resources section. Local agencies must obtain written approval prior to making any changes.

An updated WIC Service Delivery Table and WIC Service Delivery Calendar must be uploaded to the completed reports folder in SharePoint before implementing these long-term changes. These tables should also be uploaded to SharePoint thirty days prior to the start of the contract. These forms can be found in the current WIC RFA/RFP.

**Request
timeline**

A completed request form must be submitted to the State WIC office no later than 90 days prior to the anticipated action.

When possible, participants must be notified 60-days in advance of long-term program changes. The agency must obtain approval from the Iowa Department of Public Health for a notice period of less than 60-days.

Continued on next page

Long-Term Program Changes, Continued

Factors impacting approval

The State WIC Office's decision will be based upon several factors including:

- Distance to the nearest WIC clinic
 - Availability of site
 - Financial impact on the local agency
 - Clinic staffing
 - Availability of funds
 - Internet accessibility
 - Number of participants and potential eligible to be affected
-

Exceptions to timeline

If a clinic must move or close due uncontrollable circumstance, such as loss of current clinic site, the state office should be notified immediately. An expedited process will be worked out that allows for proper notification of clients and continuation of services.

Short-Term Program Changes

Types of changes	Location of clinic, hours of operation, or scheduled days may need to be changed due to site conflicts, holidays, bad weather, or other special situations.
Attempt to reschedule clinic	If a clinic must be canceled, make every effort to reschedule the clinic.
Notice of short-term program changes	Notify participants, local agency outreach offices, and the state WIC office of short-term program changes as quickly as possible through radio or television announcements, telephone contacts, newsletters, or mailings.
Clinic cancellation policy required	Agencies must have a written clinic cancellation policy and give that information to all new participants. It is particularly important that participants know how cancellations will be announced due to bad weather.

This page intentionally left blank.